

<b>INFORMATION DISCLOSURE CITATION</b> (Use several sheets if necessary)				Docket Number (Optional) <b>502072-A-01US (Erhart)</b>		Application Number <b>10/674,562</b>	
				Applicant(s) <b>George W. Erhart et al.</b>			
				Filing Date <b>09/30/2003</b>		Group Art Unit <b>3626</b>	

  

U.S. PATENT DOCUMENTS							
EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	A	4,959,686	09/25/90	Spallone et al.			
	B	5,206,903	04/27/93	Kohler et al.			
	C	5,506,898	04/09/96	Costantini et al.			
	D	5,790,974	08/04/98	Tognazzini			
	E	5,825,869	10/20/98	Brooks et al.			
	F	5,905,793	05/18/99	Flockhart et al.			
	G	5,999,617	12/07/99	Oyanagi et al. on 892			
	H	6,148,396	11/14/2000	Chrysos et al.			
	I	6,192,122	02/20/2001	Flockhart et al.			
	J	6,366,666	04/04/2002	Bengtson et al.			

  

FOREIGN PATENT DOCUMENTS								
	REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
							YES	NO
	K	EP 0 899 673	08/11/98	EP			✓	
	L	EP 0 740 450 A2	04/22/96	EP			✓	
	M	EP 0 855 826 A2	12/08/97	EP			✓	
	N	EP 0 949 793 A1	03/29/99	EP			✓	
	O	JP 2000020832	01/21/00	JP - Abstract Only			✓	

  

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)	
P	U.S. Patent Application No. 09/675,729, entitled SYSTEM FOR AUTOMATICALLY PREDICTING AVAILABILITY OF A RESOURCE IN A CUSTOMER CARE CENTER ENVIRONMENT, Flockhart et al., filed 9/29/00
Q	U.S. Patent Application No. 09/641,403, entitled WAIT TIME PREDICTION ARRANGEMENT FOR NON-REAL-TIME CUSTOMER CONTACTS, Flockhart et al., filed 8/17/2000

  

EXAMINER <b>Bill Deane</b>	DATE CONSIDERED <b>09/26/08</b>
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

(Use several sheets if necessary)

**502072-A-01US (Erhart)**

**10/674,562**

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**09/30/2003**

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Bill Deane

04 Feb 08

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